

# DIRECTOR'S UPDATE

Lisa Mancini, Interim Director

## San Mateo County Navigation Center Coming Soon

From the grounds of a vacant lot in east Redwood City, San Mateo County, the state of California, and LifeMoves have come together to develop the county's first Navigation Center. The center, will provide 240 safe, temporary living spaces for individuals and couples, along with intensive support services. These services are designed to help individuals experiencing homelessness find and maintain stable housing.

Built in wings of one, two, and three stories, the Navigation Center will dramatically decrease encampments, provide stable and dignified housing, and help transition people into permanent housing.

Unlike traditional shelters, the center will offer private sleeping quarters and the availability of couples housing. In addition to a room and on-site meals through partnerships with other community-based organizations, like El Centro de Libertad, on-site amenities include health services such as outpatient substance use disorder treatment; dental, primary care and psychiatric services; and mental health counseling services. Case managers and specialists will connect clients with permanent service benefits and *(continued on page 4)*



## Serenity House Crisis Residential Treatment Program Is Open

Serenity House is a 13-bed short-term respite/crisis residential program that reopened in October 2022, run by BHRS's contracted provider, Telecare.

Crisis residential treatment services provided at Serenity House include, but are not limited to:

- Comprehensive assessments
- Individualized service plan development
- Integrated treatment for co-occurring mental health and substance use issues
- Individual and group therapy
- Planned social rehabilitation and recovery activities
- Peer support and WRAP (Wellness Recovery Action Plan)
- Case management
- Crisis intervention
- Medication support services
- Comprehensive discharge planning

### Accessing Services

Before arrival at the program, all referrals should call 650-539-0340 to access services. Referrals may be generated through self-referral, local law enforcement, emergency responders, or diversion from psychiatric emergency services.

### Admission Criteria

- Residents of San Mateo County.
- Adults age 18 or older diagnosed with a mental illness; including those with co-occurring substance use disorders.
- Individuals returning to the community from a county

**29.4%**

Revenue Ratio (R3)

**8,725**

Total Clients

**808**

Admitted

**770**

Discharged

correctional facility or residential treatment, or being diverted from psychiatric emergency services.

- Length of stay of up to 10 days.

Visit the program's [webpage](#) or [flier](#) for more information.

## Congratulations



**Tasha Souter, M.D., FASAM, Medical Director** - Selected to permanently fill the BHRM Medical Director role, Dr. Souter brings a wealth of experience, knowledge, and a strong passion for BHRM's mission to the position. She spent over 10 years working with the Veterans Administration

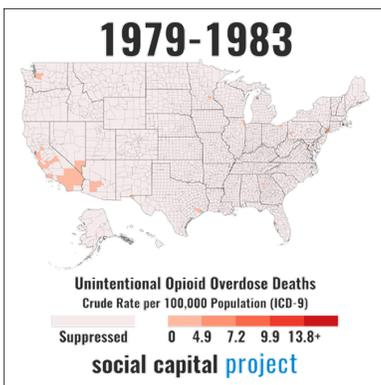
Palo Alto Health Care System in various positions including as the Medical Director of trauma recovery programs.

Dr. Souter came to San Mateo County in 2020 as the psychiatrist for the BHRM Primary Care Interface team. In December 2021, she began a work-out-of-class assignment as the Deputy Medical Director of BHRM, while in February 2022, Tasha began her current work-out-of-class assignment as the BHRM Medical Director.

## Opioid Settlement Funds Medication Assisted Treatment Expansion

State, local and tribal governments across the U.S. have participated in lawsuits against pharmaceutical manufacturers and drug distributors in response to the opioid epidemic that continues to rage across the nation.

In late 2022, San Mateo County received its first round of funding aimed at reducing the devastating outcomes of this epidemic. In California, funds will be deposited into the Opioid Settlement Fund (OSF) overseen by the Department of Health Care Services (DHCS), with guidelines on how funds are to be used to reduce and reverse the impacts of the opioid crisis.



San Mateo County Health prepared early for the probable receipt of funds, working with the County and cities to unite resources and design impactful services. The accepted

proposal brings two new case management/assessment specialist and one new psychiatric social worker to work with individuals experiencing homelessness and incarceration – both vulnerable populations that the OSF has identified as essential recipients of services.

BHRM's AOD Integrated Medication Assisted Treatment (IMAT) team will expand its outreach to these groups by embedding staff at the new Navigation Center (*see story page 1*) and other programs serving unhoused individuals, as well as with Correctional Health teams in county jails. IMAT staff will provide outreach and education related to medication assisted treatment; support the distribution of Naloxone and harm reduction practices; assess, treat, and engage individuals in all stages of change; and ensure warm handoffs to ancillary services.

With an ever-evolving landscape in drug supply, tainted products, and social media drug sales, as well as a stressed and stretched economy, there is much work to do. The IMAT team remains committed to and passionate about dedicating its time and focus to mitigating the worst effects of this crisis.



Learn more about the [DHCS California Medication Assisted Treatment Expansion Project](#).

## Community Assessments – Participants Needed

BHRM community-based partner organizations are conducting the following assessments:

**Community Assessments** – To determine how the County can better promote mental health and prevent substance use disorder in the communities they serve, please refer staff and clients who might be appropriate participants for the following surveys, focus groups, and key informant interviews:

- African American community assessment –

BACHAC/[Shawneece Stevenson](#)

- Latino community assessment – ALAS/[Rae Abileah](#)
- Pacific Islander community assessment – Taulama/[Leafa Taumoepeau](#)

**Treatment Program Assessment** – To obtain input and feedback on the County’s treatment programs, please refer staff, clients, and potential clients who have intersected with BHRS treatment programs to [LisaMarie Miramontes](#) for participation in surveys, focus groups and key informant interviews.

## Future Cordilleras Campus Named

BHRS held an event in November 2022 to name the future Cordilleras Campus. Thank you to the local community, staff, and partners for submitting the many suggestions and to the diverse group of people who worked together to select the final choices.

The names selected which include the entire campus name, the three-story campus center, and four 16-bed Mental Health Rehabilitation Centers (MHRCs) are:

- **Campus Name:** Cordilleras Health and Healing Campus
- **Campus Center Building:** Canyon Vista Center
- **MHRC 1:** Ponderosa House
- **MHRC 2:** Willow House
- **MHRC 3:** Acacia House
- **MHRC 4:** Sage House

The future campus is currently under construction on the 20-acre site where the current Cordilleras campus is located. The projected date that all buildings will be ready for occupancy is January 2024. Many of the current residents of Cordilleras will then be moved into the new buildings.

Each MHRC will be independently operated by a different organization, as will the co-housing located on the top two floors of the Canyon Vista Center.

The programs and services will help consumers realize their full potential, achieve their goals for recovery, and return to living independently in the community. The plan is to develop a world-class model of care that sets



a new standard for excellence by drawing from current best practices and anticipating future advances in behavioral health care.

Once all of the current residents of Cordilleras are relocated to their new homes, the current 1950's facility will be demolished and replaced with outdoor campus center grounds including a garden, a sports court, and many other amenities for residents and visitors. This phase of the project is scheduled for completion later in 2024.

## Contractors' Association Spotlight



### Children’s Health Council (CHC): Ravenswood Program Expands

CHC Ravenswood has been providing bilingual, culturally relevant, no-cost mental health services and community education support to organizations and schools in the Ravenswood community (East Palo Alto and east Menlo Park) since 2014.

It offers direct services (social emotional support, therapy, evaluations, consultations, and psychoeducation) to Ravenswood youth and families with community partners including Ravenswood City School District, BHRS, Ravenswood Family Health Network, Boys and Girls Clubs of the Peninsula, and other partners and schools in the community.

To increase capacity and access to culturally appropriate mental health services and support—thereby leading to earlier intervention, a more equitable system of care and better outcomes for all Ravenswood youth—the program is moving to a larger space in East Palo Alto, located at 1765 E. Bayshore Road, on March 21! [Learn more](#) or email [ravenswood@chconline.org](mailto:ravenswood@chconline.org).

### Training the Next Generation

As demand for youth mental health services increases,

CHC, in collaboration with other organizations through the Ravenswood Wellness Partnership (RWP), is addressing the shortage of qualified bilingual clinicians in traditionally underserved parts of the Bay Area through the launch of the Ravenswood Wellness Partnership Training Consortium.

The RWP Training Consortium aims to fill critical gaps in care in the East Palo Alto and east Menlo Park communities, building a pipeline of qualified, culturally responsive clinicians. The program provides hands-on training and clinical hours for master's-level child psychology students, preparing them for enriching and rewarding work in community mental health while increasing the number of children and families receiving therapy services. Program partners include Counseling and Support Service for Youth (CASSY), Child Mind Institute (CMI), and Lucile Packard Children's Hospital at Stanford (LPCH). [Learn more about CHC.](#)

Learn more about the [BHRS Contractors' Association](#) member agencies, programs, and services.



## CalAIM Corner



### Screening Tools Released

Last month, DHCS finalized the adult and youth screening tools, as well as the transition tool. The goal of these tools is to ensure that clients receive timely, coordinated services across the system of care while improving clients' health outcomes, and to help clients access the right care, in the right place, at the right time.

These tools will also help the County standardize procedures throughout the system, with the intention of giving clients a better experience by avoiding a situation in which they are asked the same questions by different providers.

BHRS will start to slowly implement these new processes by piloting the screening tool with a small portion of clients and programs before they are rolled out to the entire system. A youth program has been selected to pilot the tool in March. Once feedback is obtained, BHRS will continue to move forward with other programs. This might take some time to implement within BHRS as the goal is approach it methodically and

thoughtfully so that staff are not overburdened while ensuring that BHRS continues to provide clients with the best care possible. [Review BHRS policies and see the screening tools.](#)

Learn more about [CalAIM](#).

## Staff Wellness Corner



### Blood Pressure Clinics

BHRS staff can check their blood pressure as part of the 2023 Know Your Numbers Signature Initiative campaign where you will learn your numbers and what they mean. Based on your results, you will receive personalized guidance and educational resources that will inspire you to make sustainable lifestyle changes. Visits are approximately five minutes in length and are confidential. The clinics are held on county time with supervisor approval.

Upcoming Clinics:

- March 21, San Mateo County Health (2000 Alameda )
- March 23, County Center, Redwood City
- April 5, Human Services Agency, Belmont

Get the full list of clinics [here](#). If your location is not listed and you would like to have a clinic, contact [Chantae Rochester](#).

BHRS is always looking for BHRS Wellness Champions, contact Chantae if you are interested.

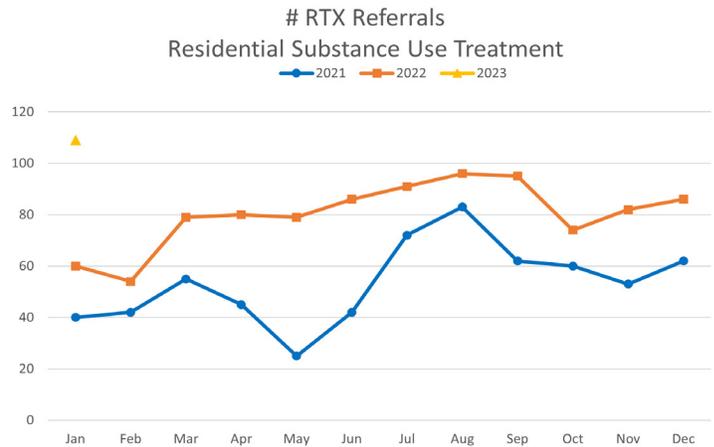
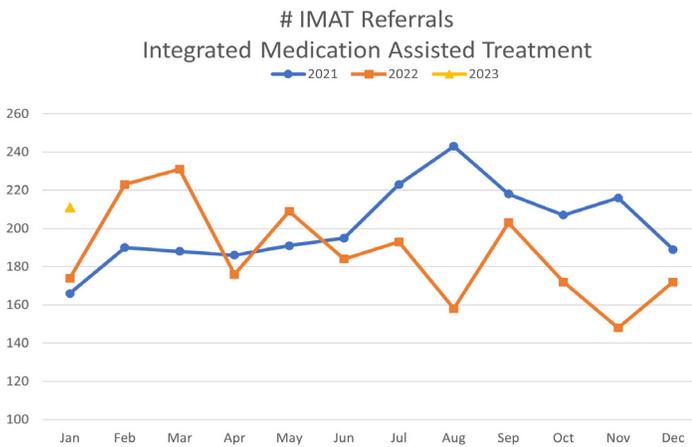
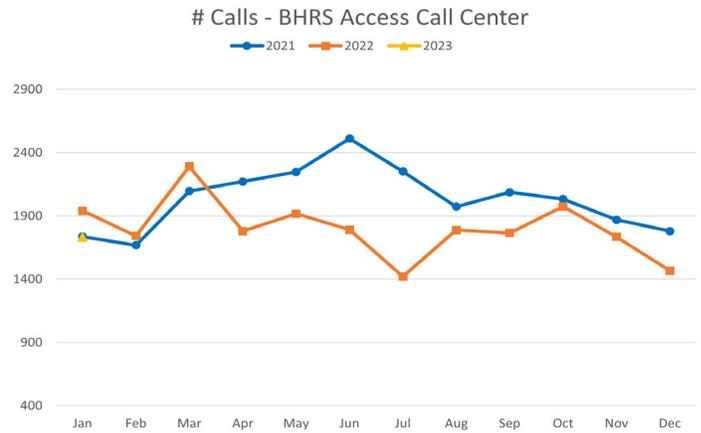
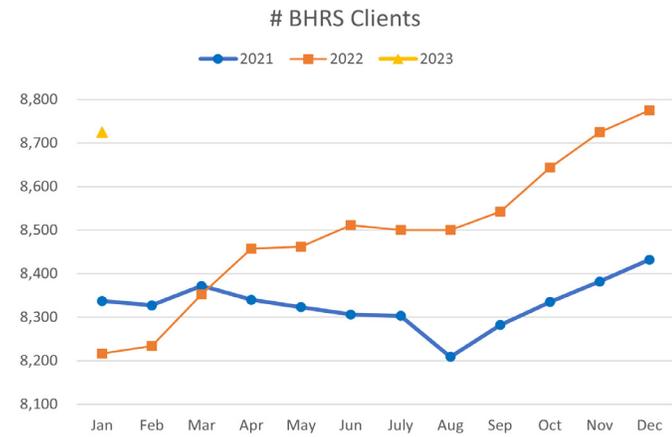
## Navigation Center *(continued from page 1)*

employment opportunities. As part of the supportive services offered, workshops on topics including empowerment, financial literacy, support groups, and resume writing will also be available.

Unique features of the center include in-suite restrooms, a shared dining area, a commercial training kitchen to serve residents, and plenty of parking. With a focus on community building, the center will have a community center, a dog run and BBQ area, and space for on-site counseling, vocational training and other services.

The Navigation Center will have a positive and far-reaching impact on the experience of homelessness throughout San Mateo County. [Learn more.](#)

# SNAPSHOT: BHRS Clients - as of January 31, 2023



Service Category	Total Clients	Admitted - January	Discharged - January
Mental Health Services County SMI	5,788	582	574
Mental Health Services Contracted SMI	1,883	90	105
AOD Services County	442	61	4
AOD Services Contracted	622	75	87
<b>Total BHRS Clients</b>	<b>8,725</b>	<b>808</b>	<b>770</b>

Total clients are unduplicated within each service category, however, if a client received services in more than one category during the same period, the client is counted in multiple categories.

**R3%** - 29.4% (revenue ratio of billed services as of 1/31/23).

**CONTRACTORS' ASSOCIATION OF SAN MATEO COUNTY**

# **ANNUAL VIRTUAL JOB FAIR FOR BAY AREA MENTAL HEALTH AND RECOVERY SERVICES**

**CONNECT WITH BAY AREA AGENCIES**

**LEARN ABOUT OPENINGS IN MENTAL HEALTH  
AND RECOVERY SERVICES**

**PLEASE JOIN US AT OUR VIRTUAL JOB FAIR  
ON FRIDAY, APRIL 21ST  
10 AM-12 PM**

**SCAN CODE TO REGISTER!  
MORE DETAILS TO FOLLOW**



**SCAN ME**

**OR CLICK THIS: [REGISTRATION LINK](#)**

**CONNECT WITH REPRESENTATIVES FROM:**

- **ASIAN AMERICAN RECOVERY SERVICES**
- **CAMINAR**
- **DALY CITY YOUTH HEALTH CENTER**
- **EDGEWOOD CENTER FOR CHILDREN AND FAMILIES**
- **FRED FINCH YOUTH & FAMILY SERVICES**
- **HEALTHRIGHT360**
- **PUENTE**
- **SERVICE LEAGUE OF SAN MATEO COUNTY**
- **STARVISTA**
- **YOUTH SERVICE BUREAU - YMCA**